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MAX Federal Credit Union Privacy Policy

As a lender and servicer, The Student Loan PeopleSM take pride in giving quality service to all our customers. A part of that service is to provide our customers with information regarding our privacy policy – our policy on the use of non-public personal information.

We do not sell or share your non-public personal information with other financial institutions or organizations except as allowed or required by law or as authorized by you. Examples of non-public personal information are:

- information provided on loan applications and promissory notes,
- information about account transactions such as loan balances, payment history, credit reports or even the fact that you have an account with The Student Loan PeopleSM,
- any personal information provided by you to The Student Loan PeopleSM during the time that we have your loan, such as information on deferments, forbearances or claim forms, or
- any information about you that is not readily available by public means.

We collect this information from applications that you send us, phone conversations, or through the mail. We also collect information when you visit our website.

The security of your personal information is a priority for The Student Loan PeopleSM, and we take all appropriate measures to protect the privacy of your information and to secure our databases. We use physical, electronic and procedural safeguards that comply with federal regulations to protect your information. Personal information provided by you will be utilized only by our employees who need that information to perform work on your loan account or to provide services, products or information to you.

* Applicable to loans owned by MAX Federal Credit Union.